



Adult Career Readiness Standards

Indiana Department of Workforce Development

2015



Introduction

The *Indiana Adult Career Readiness Standards*, vetted by Hoosier employers, are the essential competencies that all Hoosiers need for sustained employment in any career field. The depth of understanding and demonstration for each skill within the competencies may vary by industry sector and employer; general aptitude in each area is crucial for success in the Hoosier workforce.

Universal standards allow those who serve adults in all settings to have access to clear and attainable benchmarks for success in the workplace. These standards do not propose how to teach or how to measure each competency. Teaching and measuring successful skill attainment is to be considered by local practitioners based on varying employment opportunities and diverse needs of those served. The standards do not have to be taught and measured in isolation; rather within the context of preparing for careers through academic coursework, advisory interaction, workshops and other regular exchanges with adult clients.

Clear, common identification of the pillars for successful employment is a fundamental resource for those who serve Hoosiers. These *Indiana Adult Career Readiness Standards* seek to provide clarity and targeted outcomes for all.

Three pillars of success provide the framework for these standards: applied knowledge, workplace knowledge and personal knowledge. Each pillar further describes the competencies and skills necessary for successful employment.

Acknowledgements

The Indiana Department of Workforce Development would like to thank the following individuals and organizations that were instrumental in the development of the Indiana Adult Career Readiness Standards:

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Miche Grant, Center for Workforce Innovations
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Patrick Wooten, Director, Eskenazi Health

Thanks to Amanda Culhan from the Indiana Department of Education for the K-12 College and Career Readiness Standards upon which these build; reflecting a continuum of learning across the lifespan.



**Adult Career Readiness Standards, Adopted by the State Workforce Innovation Council
January, 2016**

Pillar 1: Applied Knowledge

Overview: Maximizing client learning through high quality work, commitment, and academic successes demonstrate that the student is prepared for future learning and career options.

Competency 1: Critical and Adaptive Thinking

Skills

- Critically reviews, analyzes, synthesizes, compares and interprets information
- Draws conclusions from relevant and/or missing information
- Makes informed decisions considering alternate solutions, conclusions or approaches to challenges
- Transfers relevant information from one setting to another
- Gains knowledge through workplace observation and applies new knowledge in subsequent situations

Competency 2: Demonstrates knowledge of Reading, Writing, Mathematics, Skills

- Prepares written materials which contain correct word usage and grammatical structure, and are easily understood
- Uses math to solve problems in work related documents
- Understands and interprets work-related documents
- Communicates thoughts, ideas, information, messages and other written information in a logical, organized and coherent manner

Competency 3: Technology

Skills

- Applies existing and emerging media and technology skills
- Navigates internet to find information
- Transfers technological knowledge to new situations



Pillar 2: Workplace Knowledge

Overview:

Helping clients to demonstrate 1) an understanding of the connection between skills and careers and 2) plan for and make successful transitions from education and training, and careers across the life span.

Competency 1: Planning and Organizing

Skills

- Arrives on time and has good attendance practices; demonstrates effective time-management
- Plans and organizes long- and short-term academic and/or career goals
- Demonstrates the ability to balance education, home, work and community activities

Competency 2: Generates solutions and improvements

Skills

- Identifies problem, collects information, forms opinion and draws conclusions
- Defines and describes problem, collects information, and works to fix it
- Explains process by which conclusion was obtained

Competency 3: Decision Making

Skills

- Gathers evidence and considers multiple perspectives to make informed decisions
- Understands and anticipates consequences of decisions
- Refrains from abusing drugs and understands employer consequences of abusing them
- Demonstrates ethical decision-making and social responsibility

Competency 4: Workplace Fundamentals

Skills

- Monitors own performance to make improvements or take corrective action
- Follows written and spoken multi-step directions
- Understands, uses, monitors and improves systems
- Demonstrates buy-in to the organization's goals, mission, vision
- Considers relative costs and benefits of potential actions to choose the



most appropriate action

- Locates, organizes, analyzes and communicates information
- Demonstrates high quality work by paying attention to details

Competency 5: Customer Focus

Skills

- Provides personalized, prompt and accurate service
- Is attentive to what others are saying in conversation
- Is pleasant and courteous with internal and external customers or clients
- Maintains eye contact, appropriate personal space, and functions within expected social norms in a professional setting

Competency 6: Working with Tools & Technology

Skills

- Considers which tools and technological solutions are appropriate for a given job
- Demonstrates personal safety skills as well as safety for others while operating tools and technology
- Determines causes of operating errors and recommends what to do about them
- Adheres to standard conventions for safeguarding privacy and security

Pillar 3: Personal Knowledge

Overview: Helping clients acquire and effectively apply the knowledge, attitudes, and skills necessary to understand and manage emotions, set and achieve goals, establish and maintain positive relationships, and make responsible decisions (Durlak, Weissberg, Dymnicki, Taylor, & Schellinger, 2011).

Competency 1: Teamwork

Skills

- Creates positive and responsive relationships with others
- Creates relationships with mentors and supervisors that support success
- Uses effective collaboration and cooperation skills
- Uses leadership and teamwork skills to work effectively in diverse teams
- Engages in work outside defined job duties to assist with team goals

Competency 2: Communication

Skills



- Negotiates to resolve conflicts
- Considers others' viewpoints
- Recognizes and interprets the verbal and nonverbal behavior of others
- Articulates personal skill set, knowledge and abilities; and how these skills are applicable in the workplace

Competency 3: Respect

Skills

- Demonstrates empathy and respect for others and their opinions, including those not present
- Displays positive attitude and sense of self-worth
- Demonstrates professional courtesy to others

Competency 4: Integrity

Skills

- Demonstrates respect for other employee's and company's time and property
- Accepts responsibility for decisions and actions
- Demonstrates honesty by accepting responsibility for decisions and actions

Competency 5: Initiative

Skills

- Applies self-motivation and self-direction to learning and work
- Demonstrates ability to work independently
- Demonstrates ability to delay immediate gratification for long-term rewards
- Demonstrates advocacy skills and ability to assert self, when necessary

Competency 6: Dependability & Reliability

Skills

- Attends and participates in work activities every day
- Assumes responsibility appropriately
- Fulfills obligations, completes assignments and meets deadlines

Competency 7: Adaptability

Skills

- Demonstrates ability to manage transitions and flexibility toward changing situations and responsibilities
- Demonstrates ability to overcome barriers
- Demonstrates effective coping skills when faced with a problem



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- Embraces new approaches when appropriate and discards approaches that are no longer working

Competency 8: Professionalism

Skills

- Demonstrates self-discipline and self-control
- Demonstrates commitment to the norms of a workplace through skills, appropriate judgment and word choice
- Maintains appropriate hygiene and attire
- Demonstrates social maturity and behaviors appropriate to the situation and environment
- Takes ownership of work



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The following documents and resources provided assistance to the standards development process:

1. ASCA Mindsets & Behaviors Program Planning Tool, <http://schoolcounselor.org/school-counselors-members/about-asca/mindsets-behaviors>
2. National Network of Business and Industry Associations: “Common Employability Skill Framework”
3. US DOE, Office of Career and Technical Education: Employability Skills Framework, <http://cte.ed.gov/employabilityskills/>
4. ACT Work Keys®, <http://www.act.org/workforce/resources.html>
5. Jobs for Americas Graduates (JAG) National Center for Best Practices, <http://www.jag.org/>
6. Center for Employability Outcomes powered by Skills Engine, <http://www.c4eo.org/>
7. Lumina’s Connecting Credentials: A Beta Credentials Framework, <http://connectingcredentials.org/framework/>
8. Indiana Economic Development Region 1, Greater Clark County Schools, and Evansville Vanderburgh Schools have applied Employability Skills in their Work Ethic Certificate (each locally developed)
9. ONET skills, in partnership with American Job Center, <https://www.onetonline.org/find/descriptor/browse/Skills/>